

Technical Management Support Career Path II



SERIES NUMBERS	SERIES TITLE
0856	Electronics Technician

Broadband Level Descriptors

MCTSSA's mission is to sustain combat readiness of the operating forces by ensuring C4I software is properly acquired, developed, tested and supported throughout the systems lifecycle.

Career Path: Technical Management Support

Level 4:

Factor 1: Problem Solving

Identifies and resolves complex problems that may cross functional/technical boundaries and promulgates solutions. Develops, integrates/implements solutions to diverse, complex problems, which may cross multiple projects/programs or functional/technical areas. Independently resolves and coordinates technical problems involving multiple projects/programs. Develops plans and techniques to fit new situations and/or to address issues that cross technical/functional areas.

Factor 2: Teamwork/Cooperation

Leads others to accomplish complex projects and programs. Applies innovative approaches to resolve unusual/difficult technical/management issues. Promotes and maintains environment for cooperation and teamwork. Leads and guides others in formulating and executing team plans. Expertise is sought by others.

Factor 3: Customer Relations

Leads and coordinates technical efforts of individuals or teams in support of customer interactions. Develops innovative approaches to satisfy customers. Establishes customer alliances; anticipates and fulfills customer needs and translates customer needs to project/programs. Organizes and leads customer interactions. Interacts proactively with customers to identify and define complex/controversial problems and to develop and implement strategies or techniques for resolving project/program issues.

Factor 4: Leadership/Supervision

Provides guidance to individuals/teams; resolves conflicts. Serves as subject matter expert. Guides, motivates, and oversees multiple complex projects/programs. Directs assignments to encourage employee development and cross-technical/functional growth to meet organizational needs. Pursues self-development.

Factor 5: Communication

Determines and communicates project/program positions at senior levels. Prepares, reviews, and approves management/technical reports for internal and external distribution. Presents project/program briefings to obtain consensus/approval. Represents the organization as technical subject matter expert.

Factor 6: Resource Management

Plans and allocates resources to accomplish multiple project/program goals. Identifies and optimizes resources to accomplish multiple project/program goals. Effectively accomplishes multiple project/program goals within established thresholds. Develops innovative approaches to attain goals and minimize resource expenditures.

ELECTRONICS TECHNICIAN

NJ-0856-IV

Troubleshoots tactical general-purpose computers and associated peripherals. Investigates, analyzes and resolves technical difficulties characterized by the extension and adaptation of established technical criteria/precedents, inadequate data, conflicting/controversial nature of problems, coordination with other projects or groups and integration of different phases or aspects. Performs most of the coordination and consultation in these matters.

Analyzes, evaluates, and reports on complex system operation, functions and problems in matters that have not been investigated previously. Provides technical assistance in the operation, programming, and debugging of programs written for personal computers. Assists in the system administration, operation and maintenance of various tactical operating systems, computers, tape drives and other peripherals.

Analyzes broad and technically complex engineering proposals to determine and advise engineering managers, project officers and engineering personnel on the feasibility and technical merits of the proposals.

Independently carries out redesign and design modifications on inservice systems where design work is state-of-the-art. The design work usually involves multiple engineering disciplines and builds on other design efforts of a comparable nature.

Manages maintenance plans, practices and update programs for major classes of systems.

Reports on progress of technical assignments to Activity management. Prepares reports on completed technical work. Makes written and oral presentations of results to Activity management.